



INFORMATION UPDATE FOR WHOLESALE CUSTOMERS

[http://www.seattle.gov/util/About\\_SPU/News/Newsletters/index.asp](http://www.seattle.gov/util/About_SPU/News/Newsletters/index.asp)

## Seattle Water Supply Indicators

Water Storage	
Reservoir Inflows	
Snowpack	
Customer Use	
Overall	

Good Fair Poor

For more info, visit [www.savingwater.org](http://www.savingwater.org)

than 0.2 mg/L was 17 in November (out of 857 samples). Thirteen of the low chlorine samples were from purveyor areas. The percent of samples that were low for November for purveyors was 2.1 percent (lower than historical average). The average water temperature in the distribution system in November was 11.6 degrees Celsius, with a range of 7.9 to 16.8.

### Taste and Odor

The taste and odor panel is meeting bi-weekly. Samples are rated on a scale from 1 to 9, with 1 representing the best and 9 representing the worst. The taste and odor flavor rating assessment (FRA) for the latest Cedar supply (Lake Youngs treated) sample was 2.2 with a plastic and musty taste. The Tolt supply result was 2.0.

### Lake Youngs Status

The total Lake Youngs algal biovolume has remained low during November (no fall bloom). The treatment plant is not seeing any impacts to its operations from the algae.

The total coliform counts are above normal in Lake Youngs for fall. The average Lake Youngs raw water total coliform count for November was 1424, with a range of 249 to 2460 cfu/100mL.

The lake is being watched for turnover, when we typically see higher than average iron levels.

*SPU Contact: Wylie Harper, (206) 684-7880 or  
Lynn Kirby, (206) 684-0216*



## Water Quality Technical Forum Report

### Chlorine Residual and Coliform Data

There was one positive coliform sample from the purveyor areas during November 2009. Seattle direct service area had one positive sample. All systems remain in compliance. Average chlorine residual concentrations in the purveyor distribution systems ranged from 0.49 to 1.15 mg/L, with an overall average of 0.87 mg/L. The chlorine residual targets for the Cedar and Tolt Treatment Facilities are both 1.5 mg/L. The number of samples with chlorine less



## Conservation Technical Forum

On the web at <http://www.savingwater.org>

### OVERALL MARKETING

#### Regional Web Site Redesign Planned – Seeking Wholesale Representative

The SWP has an opportunity to redesign our regional web site, [www.savingwater.org](http://www.savingwater.org), using the services of the SPU Web Team, at no cost to the regional program. We are expecting the project to take up to a year, as we are one (very cool) project in a queue of work for the Web Team. It is also a lot of work for conservation program managers to review all the content on the site. We will be gathering input from customers and stakeholders (you and SPU staff) about what works well and what doesn't work well on the site. We will use this information and user testing along the way to develop a structure, navigation, and look and feel that will make the site easier and faster for customers to use.



*Saving Water Partnership*  
Seattle and Participating area water Utilities

We want a CTF member on the team! The time commitment will be minimal for the next few months (around 1-2 hrs/mo) until we fully scope the project. There will be several points where we review and sign-off on draft versions and on user testing results. I would expect several hours a month around those points. Once the site is built, there is a testing period before it is launched. SPU staff can take this project on, but your participation would be very helpful. Please give Mialee a call if you have any questions or would like to participate on the project team.

CONTACT: Mialee Jose 206-615-1452

#### Customer Survey about [www.savingwater.org](http://www.savingwater.org) Planned for January

In light of the opportunity to redesign [www.savingwater.org](http://www.savingwater.org), we would like to learn how useful the site is to customers. We've identified several possible sources of customer input, including: Wholesale Partner customers (any email lists you may have); Savvy Gardener subscribers; Garden Hotline; and Irrigation contractors. The survey has been drafted and should be ready to distribute in January. The current version is targeted to residential customers, but we may survey other customer sectors as well. We would like to have input from a large and diverse group of customers. Please let me know if you would like us to email the survey to any of your customers.

CONTACT: Mialee Jose 206-615-1452



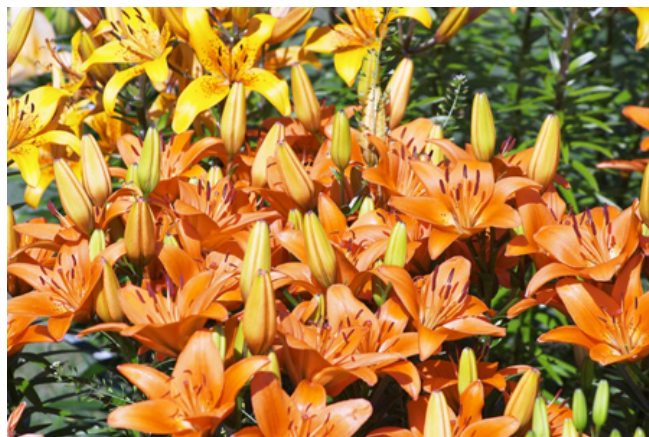
### RESIDENTIAL INDOOR

#### EPA Releases Final WaterSense Specification for New Homes

The U.S. Environmental Protection Agency (EPA) released its WaterSense Single-Family New Home Specification, creating the first national, voluntary specification for water-efficient new homes. These homes will feature WaterSense-labeled plumbing fixtures, ENERGY STAR® qualified appliances (if installed), water-efficient landscaping, and hot water delivery systems that deliver hot water faster, so homeowners don't waste water—or energy—waiting at the tap. Designed to complement existing green building programs, WaterSense-labeled new homes will be 20 percent

more efficient than typical new homes, and must be independently inspected and certified by an EPA licensed certification provider to meet the WaterSense criteria for water efficiency and performance. Builders and other organizations that want to build WaterSense-labeled new homes can now become WaterSense partners. For more information, visit the WaterSense Web site at [www.epa.gov/watersense](http://www.epa.gov/watersense) or contact Al Dietemann.

*CONTACT: Al Dietemann (206) 684-5881.*



### **RESIDENTIAL and COMMERCIAL LANDSCAPE Nursery Partners Praise SWP's Right Plant/Right Place Campaign**

At a campaign debriefing meeting, all three major nurseries (Molbak's, Sky and Swansons) praised SWP for the Right Plant/Right Place campaign. This is the third year of working with these same nurseries on a fall campaign. With each year, we have revised factsheets, signage and ads until now all partners are pleased with the collateral and agreed that we don't need to invest further in these elements. Nurseries emphasized the need to keep repeating the right plant/right place message and felt the partnership with SWP helped them reach customers in ways they couldn't before. Each of them emphasized the success of our simpler message (we dropped the "climate smart" slogan) and asked that SWP bring back the right plant/right place educational elements (signage, factsheets and classes) in April 2010. In addition, the message about fall planting will be repeated next fall and educational materials will also reappear in September 2010. Partners suggested ways to continue improving the campaign including more coordination with SWP utility newsletters to announce the campaign and its accompanying classes. In addition, the time period for the spring and fall campaigns will be shortened to one month each so that interest stays strong.

*CONTACT: Liz Fikejs, (206) 615-0516*



### **WashWise and Multifamily Toilet Programs Meeting or Exceeding Targets**

As of November 30, the WashWise Program has processed 5,216 rebates, and expects to reach the 2009 target of 6,500 rebates. Meeting target this year is an especially strong showing since the SWP is only rebating Tier 3 - the most efficient tier - machines. The Multi-Family Toilet Replacement Program has replaced 2,634 toilets, well ahead of the target of 2,400.

*CONTACT: Billie Fisher (206) 615-1282*

### **Multifamily Program Staffs Booth at TRENDS**

The SWP made a new display panel for our booth at the annual TRENDS Trade Show, which took place on December 8, 2009. The application forms at the booth featured a new case study of a customer that replaced their old toilets with WaterSense toilets. Staff made contact with several property managers unfamiliar with the program, and also spoke with many who have participated in the program.

*CONTACT: Billie Fisher (206) 615-1282*



attended the technical sessions, which included an overview of relevant smart controller research studies, the current business climate, regulations, issues with irrigation auditing, and proposed updates to the rebate programs. Additional classes were offered for a fee, but these were cancelled due to few registrations.

*CONTACT: Jenna Smith (206) 684-5955, or Allegra Abramo, (206) 233-5132*

### **Annual Training for Irrigation Contractors Held**

SWP, CWA, and the Washington Irrigation Contractors Association (WICA) hosted two days of free irrigation water conservation trainings and a full day of technical sessions for irrigation professionals. Classes covered irrigation scheduling and maintenance, and one system maintenance class was offered in Spanish. Forty people attended the Spanish class. Twenty people